

CHARTER: STUDENT AID AWARENESS WORK TEAM

STUDENT AID AWARENESS WORK TEAM

SHARED AND MEANINGFUL PURPOSE -

PURPOSE-

To set the focus and direction for the Student Aid Awareness organization for 2001-2004 and to develop an integrated approach across the three functional areas: Program Outreach, Program Information and Publications, and Student Population Research.

WHY NOW?-

Currently, we have an approved organization without being able to name staff and leadership due to the hiring freeze. We need to move forward to begin to translate what the approved organization means operationally.

VISION OF SUCCESS-

- We support SFA's mission, standards and the PBO
- Customer service—
 - We set the highest standards for getting the right information to the right people at the right time
 - People realize the wealth of resources within SFA to serve them
 - We constantly reach out to and serve our target customers
- Organizational culture—
 - We live by our Students Channel values
 - We actively move toward the Students Channel Vision
 - We take shared responsibility for and commitment to success
 - SAA is part of everyone's daily job, it's part of our culture
 - SAA is broader than Financial Aid and starts earlier than high school
- Core business process—
 - SAA is an on-going part of our core business process
 - We're measuring how we're making a difference
- We have alignment throughout Student Aid Awareness—
 - We are integrated across functional areas
 - We're working together toward one end
- Partnerships—
 - We institutionalize on-going relationships within SFA and with external groups
 - We earn respect with partners in the financial aid community
- Education—
 - We have a well-trained workforce that can help get the message across
 - We see our name in public places
 - We gain national recognition

SPECIFIC AND CHALLENGING GOALS-

- Understanding of the overarching mission/functional statements for Student Aid Awareness and for each of the functional areas: Program Outreach, Program Information and Publications, and Student Population Research
- Agreement on and implementation of Quick Hits
- Agreement on key priority areas with accompanying long-term objectives for year 2004
- Agreement on short-term, year 2001, objectives for each of the key long-term priority areas that reflects movement toward the 2004 objectives
- Recommendations for who should lead each of the priority area initiatives
- Short-term, year 2001, action plans for each of the key priority areas
- A conceptual model outlining how the leadership team will work together
- Refined role descriptions for the Student Aid Awareness leader, each functional area leader, and functional area staff

SPECIAL CONDITIONS, CONSTRAINTS, OR REQUIREMENTS-

- Completed by April 10, 2001
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CLEAR ROLES-

Sponsor	<ul style="list-style-type: none">• Jennifer Douglas
Team Leader	<ul style="list-style-type: none">• Mary K. Muncie
Core Team Members	<ul style="list-style-type: none">• Bill Ryan• Hazel Mingo• Joe Teresa• Linda Hall• Kristine Eelkema
Advisory Members	<ul style="list-style-type: none">• Greg Woods• Candy Kane
Recorder/Documenter	<ul style="list-style-type: none">• Nancy Brodsky
Facilitator	<ul style="list-style-type: none">• Nancy Brodsky
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DECISION-MAKING- All decisions will be consensus of the Team Leader and Core Team with final decision-making by Jennifer Douglas	

A COMMON AND COLLABORATIVE APPROACH-

AN AGREED UPON PROCESS MAP AND WORK PLAN-
(See attached Process Road Map)

OPERATING AGREEMENTS - how we want to work together-

- Hear each person
- Listen
- Be supportive of the group and individuals
- Openly check assumptions
- If you want to gather information from a group or individual in person, check with the SAA Work Team first
- Be on time
- If there's an elephant in the room, name it
- Don't take things personally

HOW OFTEN THE CORE TEAM WILL MEET AND OTHER KEY AGREEMENTS-

- Weekly, Tuesdays, 1:30-3:30
- Additional meetings as required

COMPLEMENTARY SKILLS AND RESOURCES-

PEOPLE WHO SHOULD BE AN ACTIVE PART OF THIS IPT'S TASK OF DEVELOPING SAA LONG-TERM AND SHORT-TERM PRIORITIES-

- Current SAA staff
- SFA internal partners
- Melissa Cantrell–NCS
- Analysis–Dottie Kingsley, Cyndi Reynolds
- Analysis group of OPE–Danny, Dave
- SAAIPT¹ sub-leads
- Students Channel Leadership
- Customers, including–
 - *Adopt a School* group
 - High school students
 - College students, both those who have been through the process and those who are going through the process
 - Greater Washington college information center
 - *Think College Early*
 - *College is Possible*
 - Youth mayor in DC
 - DC CAP
 - *Trio* person

COMPETENCY REQUIREMENTS FOR THE TEAM-

- Research and statistical analysis

RESOURCE REQUIREMENTS- –(time, people, money, materials)

- Focused commitment–time, time, time

OTHER-